

Title: Supporting residents with access to online health services in care and nursing homes

This resource is a collation of quality assured learning resources and information to help you perform your role as a member of a care home or nursing home staff. The resources are useful for your day-to-day practice with some emphasis on supporting residents with access to online health services during this COVID-19 pandemic.

1. Vital signs monitoring and data collection
2. How to take residents through an online consultation or video consultation with their GP surgery as a proxy confidently
3. Taking a resident through video consultation
4. Spotting and responding promptly to red flags
5. Communicating effectively with practice colleagues but also residents
6. Maintaining the privacy, dignity and confidentiality during interaction with the people you care for and their carers
7. Collation and recording of manually collected or automatic remote monitoring information
8. NHS App & NHS Login – repeat prescriptions, person held records, organ donation
9. Additional useful resources
10. Managing the needs of individuals with mental health problems, dementia or Learning Disability (Intellectual Disability)

Introduction

Care homes, homecare providers and supported living schemes have a vital role to play in the UK, especially during the response to the COVID-19 pandemic. We want to make sure you and your staff can continue to care for some of the most vulnerable people in our society. With your help, we can help keep them safe and cared for.

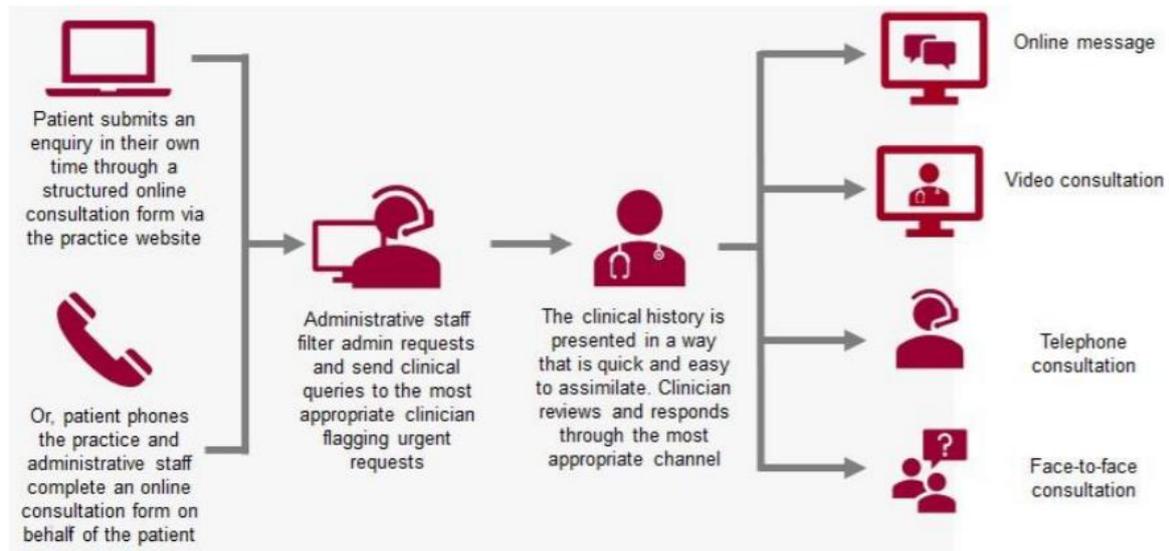
We want to support care providers to protect their staff, residents and customers, ensuring that each person is getting the right access to the right care easily from the most appropriate healthcare professional to meet their needs. In addition to accessing the care from their GPs, they may receive care from other healthcare professionals working as part of a multi-disciplinary team, they are critical in supporting local communities and primary care services in responding to health needs arising from the COVID-19 pandemic. For example, highly skilled community pharmacists are an integral and trusted part of the NHS and can offer advice on minor illness and wellbeing.

We also need care providers to continue to make their full capacity available to support the national effort, both in terms of beds and their skilled care staff. Helping to safely move patients who no longer require acute care into the most appropriate setting will help to save thousands of lives. We encourage all care homes to update their capacity status via [capacity tracker](#).

- In response to the Covid-19 pandemic, NHS England and NHS Improvement (NHSE/I) have produced a total triage guide to support all GP practices in England with the rapid implementation of a 'total triage' model using a combination of both telephone and online consultation tools.

- Total Triage means that every person contacting their GP practice is taken through an information gathering process before making an appointment. The information will be reviewed by the most appropriate person in the practice who will respond to the person in a way that meets their needs, this may be via an online or text message, a phone call, a video call or a face to face assessment.

- Total Triage is important to reduce avoidable footfall into practices and protect everyone and staff from the risks of infection.
- When a resident or customer you are caring for needs advice from a clinician at their practice, encourage them to use the online consultation system, unless they need urgent medical care (provide them with the online consultation details for the practice).
- If a resident or customer is a non-digital user or needs help, you can fill out the online form or questionnaire with them by accessing it from their GP surgery website.



References:

Admission and Care of Residents during COVID-19 Incident in a Care Home

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/880274/Admission and Care of Residents during COVID-19 Incident in a Care Home.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/880274/Admission_and_Care_of_Residents_during_COVID-19_Incident_in_a_Care_Home.pdf)

Hospital discharge requirements PHE, DHSC, CQC, NHS April 2020

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/880288/COVID-19_hospital_discharge_service_requirements.pdf -

Advice on how to establish a remote 'total triage' model in general practice using online consultations

<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0098-Total-triage-blueprint-April-2020-v2.pdf>

Topic	Links to available resources and content owner
1. Vital signs monitoring and data collection	Monitoring these signs will be helpful when communicating concerns about a person's health. It should however be done in line with local and national guidance and protocols. Also it should be completed as a delegated task which requires sign-off by a registered healthcare professional e.g. GP, District Nurse, Registered Nurse etc.
<p>National Early Warning Score (NEWS)</p> <p>Calculating and recording a NEWS score</p> <p>Measuring the level of alertness</p> <p>Assessment of breathing</p> <p>Measurement of breathing</p> <p>Blood pressure</p> <p>Measuring Temperature/ tympanic</p> <p>Blood glucose monitoring</p> <p>Measuring Oxygen saturation using a pulse Oximeter</p> <p>Measuring heart rate/ pulse</p>	<p>https://www.youtube.com/watch?v=S-KWnrsOw8M&list=PLrVQaAxyJE3cJ1fB9K2poc9pXn7b9WcQg&index=4 (HEE youtube)</p> <p>https://www.youtube.com/watch?v=eIlPesGSMmA&list=PLrVQaAxyJE3cJ1fB9K2poc9pXn7b9WcQg&index=11 (HEE youtube)</p> <p>https://www.youtube.com/watch?v=mo1DCAJddkQ&list=PLrVQaAxyJE3cJ1fB9K2poc9pXn7b9WcQg&index=9 (HEE youtube)</p> <p>https://www.elsevierclinicalskills.co.uk/SampleSkill/tabid/112/Default.aspx/sid/1720 (Elsevier clinical skills)</p> <p>https://www.youtube.com/watch?v=ccKGzZXNKYs&list=PLrVQaAxyJE3cJ1fB9K2poc9pXn7b9WcQg&index=5 (HEE youtube)</p> <p>https://www.elsevierclinicalskills.co.uk/SampleSkill/tabid/112/Default.aspx/sid/1721 (Elsevier clinical skills)</p> <p>https://www.youtube.com/watch?v=G8QkaAygatE&list=PLrVQaAxyJE3cJ1fB9K2poc9pXn7b9WcQg&index=7 (HEE youtube)</p> <p>https://www.elsevierclinicalskills.co.uk/SampleSkill/tabid/112/Default.aspx/sid/1734 (Elsevier clinical skills)</p> <p>https://www.youtube.com/watch?v=UxE6J9YBxqs&list=PLrVQaAxyJE3cJ1fB9K2poc9pXn7b9WcQg&index=10 (HEE youtube)</p> <p>https://www.elsevierclinicalskills.co.uk/SampleSkill/tabid/112/Default.aspx/sid/1589 (Elsevier clinical skills)</p> <p>https://www.youtube.com/watch?v=QabKghrtXps&list=PLrVQaAxyJE3cJ1fB9K2poc9pXn7b9WcQg&index=6 (HEE youtube)</p> <p>https://www.youtube.com/watch?v=gfR4N_s-8-0&list=PLrVQaAxyJE3cJ1fB9K2poc9pXn7b9WcQg&index=8</p>
2. How to take residents through an online consultation or video consultation with their GP surgery as a proxy confidently	
An online consultation can be initiated if you are concerned	https://www.england.nhs.uk/atlas_case_study/nurse-led-digital-health-service-delivering-place-based-care-to-older-people/

about a person's health or if they express feeling unwell.

- Explain that you need to take a few details to ensure their request gets to the right person or team
- Enter the details into the online consultation form, which can be obtained from your GP practice website
- You should ask questions in order as they appear in the online consultation
- If you are following a set of questions, ask the question in exactly the way it is shown.
- Document the person's answers in the online form exactly as the person explained it, try not to paraphrase which can lead to mis-interpretation.
- Ask clarification questions for anything you are not clear about, including spelling or supporting background information - check you have understood correctly by repeating their answer back to them.
- Some online consultation systems allow the person to directly upload a photo for example, of a rash on their arm, to send to their GP surgery as part of the assessment.
- If the resident or patient needs a carer to take the image, for example because they require physical assistance, there will need to be clear local agreements and policies between social care and health and an agreement made for a member of staff within a care home to be able to take a photo, before they should undertake this function.

<https://www.networks.nhs.uk/nhs-networks/releasing-capacity-in-general-practice/messageboard/2-new-consultation-types/848284635>

<ul style="list-style-type: none"> Remember to look out for any red flags as you go A number of conditions listed in section 3. 	
<p>3. Taking a resident through video consultation</p>	<p>This section contains learning resources on technological devices, digital skills and stepwise guide to conducting video consultation.</p>
<p>1. Decide if video is right for you,</p> <ul style="list-style-type: none"> If you just need general information and self-care tips, use a website (e.g. put 'NHS coronavirus advice' into Google) You don't need a video consultation if a phone call will do Video consultations provide more visual information and can be more reassuring if you're anxious Your doctor or nurse may be self-isolating and working by video Check your GP practice's website to see what is on offer <p>2. Get set up technically</p> <ul style="list-style-type: none"> A good internet connection A quiet place where you won't be disturbed A computer, tablet or smartpone with a built-in camera and microphone Test your audio and video connection and adjust the settings so you can see and hear well (or get someone to do this for you) Check your practice website for what else you need to do (different video platforms have slightly different set-up steps) <p>3. Booking and Connecting</p> <ul style="list-style-type: none"> Make a video appointment by following instructions from your GP practice (on the practice website or answering machine) Just before your appointment time, click the connection Say hello or wave when you see the doctor or nurse (you may 	<p>https://www.digitalunite.com/technology-guides/smartphones-tablets</p> <p>https://www.learnmyway.com/subjects</p> <p>https://www.digitalunite.com/technology-guides/using-internet</p> <p>https://www.digitalsocialcare.co.uk/wp-content/uploads/2019/08/An-Introduction-to-Cyber-Security-Version-5-August-2019-Final-.pdf</p> <p>https://www.microsoft.com/en-us/digitalliteracy/home</p> <p>http://23digital.sssc.uk.com/?p=28</p> <p>https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-microsoft-teams/</p> <p>https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/</p>

<p>both have to fiddle a bit to get the sound and picture working well)</p> <ul style="list-style-type: none"> • Make sure the doctor or nurse knows your phone number so they can call you back if the connection fails <p>4. Having your consultation</p> <ul style="list-style-type: none"> • Look at the screen (there's no need to look directly at the camera) • If all goes well, the call will feel like a face to face appointment • Use the screen camera to show things (e.g. a rash) • If you get cut off and can't reconnect, wait for a phone call • Write down any advice or instructions, and make sure you understand the next steps (e.g. where to leave a specimen) • When you've both said goodbye, disconnect <ul style="list-style-type: none"> • Registering and accessing NHS Mail 	<p>For more information about conducting video consultation https://bigp.org/sites/default/files/advanced-pages/20Mar_COVID_VideoConsultations.pdf</p>
<p>4. Spotting and responding promptly to red flags</p>	
<p>It is critical to ask questions that help you spot any red flags (critical signs that requires urgent medication attention)</p> <ul style="list-style-type: none"> • What is the problem and what are you worried about? • How long have you had it • Have you had this problem or worry before? • Are you receiving treatment for it? • Has your condition got worse in the last 48 hours? • Depending on the answers from the resident or family member, if there are 	<p>https://wessexahsn.org.uk/img/projects/CS49286-RESTORE2-full-version%20(WHCCG).pdf</p>

urgent concerns, follow the red flag actions on the chart

Call 999 now if you suspect or the resident complains of any of the following,

signs of a heart attack - pain like a very tight band, heavy weight or squeezing in the centre of your chest

signs of a stroke - face drooping on one side, cannot hold both arms up, difficulty speaking

severe difficulty breathing - gasping, not being able to get words out, choking or lips turning blue

heavy bleeding - that will not stop

severe injuries - or deep cuts after a serious accident

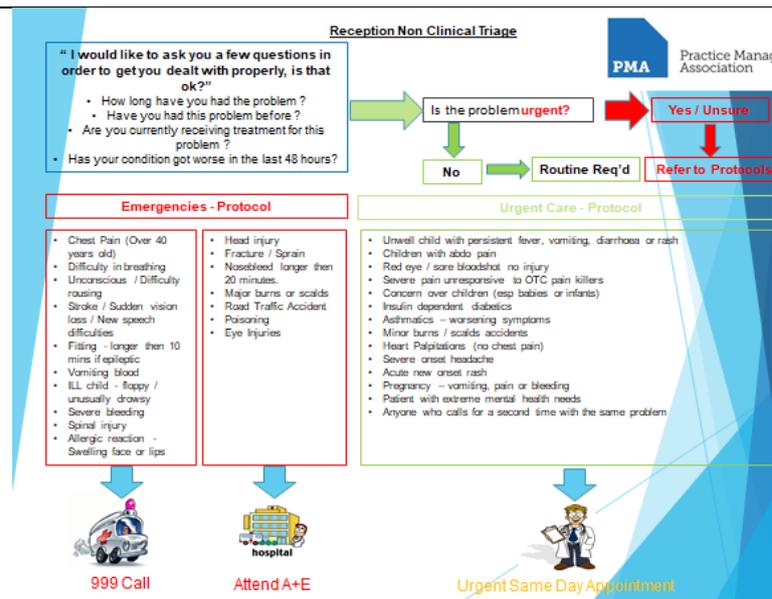
seizure (fit) - someone is shaking or jerking because of a fit, or is unconscious (cannot be woken up)

Treatment escalation plans and resuscitation.

A resident may have arrangement or a plan in place on what actions should be taken in an emergency.

5. Communicating effectively with practice colleagues but also residents

Unplanned admissions to hospital result from a resident's condition changing in such a way that they are no longer safe to be looked after in the care facility in which they live
These residents are often elderly, frail and have complex medical comorbidities. If the



<https://111.nhs.uk/>

<https://www.youtube.com/watch?v=vXrRp7AW5E4&list=PLrVQaAxyJE3cJ1fB9K2poc9pXn7b9WcQg&index=13> (HEE Video)

SBAR (Situation, Background, Assessment, Recommendation) communication provides a standardized tool to aid this. This e-learning course is part of the wider SETS (SBAR Education through Technology and Simulation) course to embed SBAR communication in care homes

<https://portal.e-lfh.org.uk/LearningContent/Launch/412338>

<p>deteriorating resident is highlighted earlier to others, especially healthcare professionals, unplanned admissions to hospital can be reduced.</p> <p>Communicating the correct information about residents to the correct healthcare professionals is imperative. This can be facilitated using NHSmail Signing-up for an NHSmail account is simple and the form can be found on the Digital Social Care website</p> <ul style="list-style-type: none"> • Communication: the learning objectives for this learning is to, - Understand the importance of effective communication at work • Understand how to meet the communication and language needs, wishes and preferences of individuals • Understand how to promote effective communication • Understand the principles and practices relating to confidentiality • Use appropriate verbal and non-verbal communication • Support the use of appropriate communication aids/ technologies 	<p>IG guidance from NHSX - https://www.nhsx.nhs.uk/covid-19-response/data-and-information-governance/information-governance/covid-19-information-governance-advice-health-and-care-professionals/</p> <p>https://portal.e-lfh.org.uk/myElearning/Index?HierarchyId=0_37827&programId=37827</p> <p>https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/.</p> <p>Video example here: https://www.youtube.com/watch?v=ELdLFGbNxPs.</p> <p>https://www.skillsforcare.org.uk/Learning-development/inducting-staff/care-certificate/Care-Certificate-workbook.aspx</p>
<p>6. Maintaining the privacy, dignity and confidentiality during interaction with the people you care for and their carers</p>	
<p>This module on Privacy and Dignity which is 25 minutes long will help you to,</p>	<p>https://www.skillsforcare.org.uk/Learning-development/inducting-staff/care-certificate/Care-Certificate-workbook.aspx</p>

<ul style="list-style-type: none"> • Describe what is meant by privacy and dignity • List situations where an individual’s privacy and dignity could be compromised • Explain why it is important not to disclose anything about the individual that they may wish to be kept private, unless it is appropriate to do so • Describe ways of helping individuals to make informed choices • Explain how risk assessment processes can be used to support the right of individuals to make their own decisions • Explain why personal views must not influence an individual’s own choices or decisions • Describe the importance of how valuing people contributes to active participation 	<p>https://portal.e-lfh.org.uk/myElearning/Index?HierarchyId=0_37827&programId=37827</p>
<p>7. Collation and recording of manually collected or automatic remote monitoring information</p>	
<p>Staff Guidance on Data Quality and Records Management This guidance is relevant to staff who have responsibility for creating and maintaining care or personnel records. The guidance should match the procedures you have in your organisation and should be supported with proper training.</p> <p>1. Introduction Good quality, accurate records are vital for the safety of our residents and the safe and responsible running of our organisation.</p>	<p>Source Digital Social Care- https://www.digitalsocialcare.co.uk/resources/page/5/</p> <p>Can direct queries to help@digitalsocialcare.co.uk – particularly in relation to remote monitoring. We may be able to make connections with LGA who are working in this area.</p> <p>An example from Merseycare https://www.merseycare.nhs.uk/media/5513/mer302614-mersey-care-leaflet-20180927_art.pdf</p>

When you create or update a record you must ensure that the information you enter has the following characteristics: -

a) **It is authentic** – i.e. the data is what it claims to be. You should make sure it is authentic by properly signing off records you have updated with your name and marking the time and date.

b) **It is reliable.** You should make sure you record data which is complete and accurate and that you write it down as soon after the (or during) the event as possible.

c) **It has integrity.** If you need to change any information, make sure that it is clearly marked and that you can be identified as the person who has changed the record. Also, do not delete any information. If you have questions ask your line manager

d) **It is useable.** To use a record we need to be able to find it! Make sure that you place records where they should be kept.

Follow your organisation's policy on record storage and data management including where you store records, or where they are saved if they are digital records in accordance with Data Protection Act 2018 and GDPR.

Provide as much context as you can so that your records can be easily understood.

When we create records, we use standardised structures and layouts for the contents of records.

Staff with responsibility for creating personal or care records should provide more detail on record creation. If you use paper forms, where can these be found? If you use a digital system, make sure that you provide adequate training to your

staff so that they know how to use it properly.

Handling Information

Sharing information with the right people can be just as important as not disclosing to the wrong person.

In this session, you should have a good understanding of your individual as well as your organisation's responsibilities and the importance of protecting, or safely sharing, your own and others' data.

Effectively practicing what you learn will help you and your organisation to comply with data security and protection requirements, standards, your organisation policies and most importantly comply with relevant law

<https://portal.e-lfh.org.uk/LearningContent/Launch/549673>

8. NHS App & NHS Login – repeat prescriptions, person held records, organ donation

There are a number of health services that can be accessed online. You can support people you care for to access the following or use these yourself to get advice/information on behalf of those you support;

- A symptom checker: <https://www.nhs.uk/conditions/>
- Coronavirus advice: <https://www.nhs.uk/conditions/coronavirus-covid-19/> including: advice for people at risk, symptoms of COVID & what to do, self-isolation if you or someone you live with has COVID symptoms
- Advice on medical help at home: <https://www.nhs.uk/con>

<http://www.digitalunite.com/technology-guides/health-and-fitness/using-nhs-app-and-nhs-websites-manage-your-health-online>

Starting to use NHS Login to access services
<https://www.nhs.uk/using-the-nhs/nhs-services/nhs-login/>

[ditions/coronavirus-covid-19/getting-medical-help-at-home/](https://www.nhs.uk/conditions/coronavirus-covid-19/getting-medical-help-at-home/)

- Help at home: <https://www.nhs.uk/health-at-home/>
- Video on help at home: <https://www.youtube.com/watch?v=FO1LRq5FZpE&feature=youtu.be>

The NHS App is free to download from the [App Store](#) and [Google Play](#). It gives residents access to do all of the listed below activities online.

Proxy access allows parents, family members and carers* to access health services on behalf of other people but for you to be able to, you have to meet these conditions;

- be registered at the same GP surgery as yourself
- you are both patients at a GP surgery that uses either TPP (SystemOnline) or EMIS (Patient Access)
- the GP surgery has registered you for proxy access

order repeat prescriptions - see their available medicines and request a new repeat prescription

check your symptoms - search trusted NHS information and advice on hundreds of conditions and treatments, and get instant advice or medical help near the care home

view medical record - securely access their GP medical record, to see information like allergies and current and past medicines

register organ donation decision - choose to donate some

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help/proxy/>

*This is only applicable to family or informal carers

<p>or all of your organs and check your registered decision</p> <p>find out how the NHS uses your data - choose if data from your health records is shared for research and planning</p> <p>book appointments - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments</p> <ul style="list-style-type: none"> • To use the NHS App, you must be: <ul style="list-style-type: none"> ○ registered with a GP surgery in England • The NHS App is available for Android and Apple iOS mobile devices only. It's not possible to download the app to your computer 	<p>https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help/</p> <p>https://www.youtube.com/watch?v=qfiBzN_GShk https://www.youtube.com/watch?v=421wyOND9Ls (video with patient going through app)</p>
<p>9. Additional useful resources</p>	
<p>Preventing the spread of infection</p> <p>Managing PPE procedures in care homes</p> <p>Putting on PPEs in care homes</p> <p>Taking off PPEs in care homes</p> <p>Decontamination of care equipment</p> <p>Introduction to sepsis and serious illness</p> <p>Soft signs of deterioration</p> <p>Medicines Management in care homes</p>	<p>https://www.youtube.com/watch?v=ZSV8eW5FwF8&list=PLrVQaAxyJE3cJ1fB9K2poc9pXn7b9WcQg&index=2 (HEE YouTube)</p> <p>https://www.youtube.com/watch?v=ozY50PPmsvE&feature=youtu.be</p> <p>https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/881004/Putting_on_PPE_Care_Homes.pdf</p> <p>https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/881005/Taking_off_PPE_Care_Homes.pdf</p> <p>http://www.nipcm.hps.scot.nhs.uk/media/1332/nipcm-appendix7-20160915.pdf</p> <p>https://www.youtube.com/watch?v=A6sg0mkcJIY&list=PLrVQaAxyJE3cJ1fB9K2poc9pXn7b9WcQg&index=2&t=0s (HEE YouTube)</p> <p>https://www.youtube.com/watch?v=7gMo13z3BYI&list=PLrVQaAxyJE3cJ1fB9K2poc9pXn7b9WcQg&index=3 (HEE YouTube)</p> <p>NICE guidelines- https://www.nice.org.uk/guidance/SC1/chapter/1-Recommendations#care-home-staff-administering-medicines-to-residents https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/518298/Medicines_in_care_homes_A.pdf</p>

<p>Healthy Eating</p> <p>Alcohol Advice</p> <p>Smoking Cessation (E-learning) including- resources for health and social care workers</p>	<p>https://www.ageuk.org.uk/information-advice/health-wellbeing/healthy-eating/healthy-eating-guide/ (Age UK)</p> <p>https://www.ageuk.org.uk/information-advice/health-wellbeing/healthy-eating/alcohol-advice/ (Age UK)</p> <p>https://elearning.ncsct.co.uk/england (National Centre for Smoking Cessation Training)</p>
<p>10. Managing the needs of individuals with mental health problems, dementia or Learning Disability (Intellectual Disability)</p>	
<p>The session introduces people’s experiences with, and the causes of, mental health conditions, dementia and learning disabilities. It includes the importance of positive attitudes, the adjustments needed to the care and support provided, the main legislative requirements, and ‘capacity’ and ‘consent’</p>	<p>Awareness of Mental Health, Dementia and Learning Disability</p> <p>https://portal.e-lfh.org.uk/myElearning/Index?HierarchyId=0_37827&programId=37827</p>

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